

1           **WHAT IS CLAIMED IS:**

2           1.     A method of executing a diagnosis program including multiple  
3     procedures associated with remedy procedures wherein the diagnosis program  
4     does not specify an order in which the remedy procedures are executed, the  
5     method comprising:  
6           receiving, in a computer system wherein a plurality of automated  
7     diagnostic procedures is performed, priority information specifying an order in  
8     which failures of any of the plurality of automated diagnostic procedures are to be  
9     addressed;  
10          performing the plurality of automated diagnostic procedures; and  
11          upon at least some of the automated diagnostic procedures failing,  
12     performing a plurality of automated remedy procedures in the specified order, the  
13     automated remedy procedures being associated with the failed automated  
14     diagnostic procedures.

1           2.     The method of claim 1, wherein performing the plurality of  
2     automated remedy procedures in the specified order comprises initially  
3     displaying a first identifier for a failed automated diagnostic procedure that is to  
4     be addressed first, the first identifier being displayed for a user to initiate an  
5     automated remedy procedure associated with the failed automated diagnostic  
6     procedure.

1           3.     The method of claim 2, further comprising displaying a second  
2 identifier following performance of the automated remedy procedure, the second  
3 identifier being associated with another failed automated diagnostic procedure.

1           4.     The method of claim 1, wherein a failure of at least one of the  
2 automated remedy procedures comprises one selected from the group consisting  
3 of: an informational message, an advisory, a warning, a fatal error notification,  
4 and combinations thereof.

1           5.     The method of claim 1, wherein the priority information comprises a  
2 matrix with dependency values for the plurality of automated diagnostic  
3 procedures.

1           6.     The method of claim 5, wherein one of the dependency values  
2 indicates a correlation probability between two of the automated diagnostic  
3 procedures, and wherein the method further comprises deciding a relative order  
4 of addressing the failures of the two automated diagnostic procedures based on  
5 the correlation probability if the correlation probability is at least a threshold  
6 value.

1           7.     The method of claim 1, further comprising updating the priority  
2 information upon at least some of the automated diagnostic procedures failing.

3           8.     The method of claim 7, further comprising updating the priority  
4 information also if any of the automated remedy procedure causes any other of  
5 the plurality of automated diagnostic procedures to fail.

1           9.     The method of claim 7, further comprising updating the priority  
2 information also if any of the automated remedy procedures resolves a problem  
3 that causes any other of the plurality of automated diagnostic procedures to fail.

1           10.    The method of claim 9, wherein a first update of the priority  
2 information made upon some of the plurality of automated diagnostic procedures  
3 failing is less significant than a second update made upon any of the automated  
4 remedy procedures resolving a problem that causes any of the plurality of  
5 automated diagnostic procedures to fail.

1           11.    The method of claim 7, wherein a user enters the priority  
2 information in the computer system.

1           12.    The method of claim 11, wherein the user specifies that a  
2 relationship between addressing the failures of at least two of the plurality of  
3 automated diagnostic procedures is not to be changed in any updates.

1           13.    The method of claim 7, wherein the priority information is received  
2 from a publisher according to a subscription.

1           14.    The method of claim 13, wherein the priority information is updated,  
2 further comprising publishing the updated priority information.

1           15.    The method of claim 1, further comprising generating the priority  
2 information using a dependency model for the automated diagnostic procedures.

1           16.    The method of claim 15, wherein the dependency model associates  
2   at least two problems with the observed data and wherein the plurality of  
3   automated diagnostic procedures includes two automated diagnostic procedures  
4   designed to identify the two problems, and wherein the method further comprises  
5   deciding a relative order of the two automated diagnostic procedures using the  
6   dependency model.

1           17.    The method of claim 15, further comprising generating a policy  
2   using the dependency model and using the policy in generating the priority  
3   information.

1           18.    The method of claim 17, wherein the policy specifies how to  
2   perform at least two of the automated remedy procedures upon observing certain  
3   data.

1           19.    The method of claim 1, wherein the plurality of automated  
2   diagnostic procedures includes a first user-developed automated diagnostic  
3   procedure and a plurality of preconfigured automated diagnostic procedures, the  
4   preconfigured automated diagnostic procedures being part of a program that is  
5   configured to accept user-developed automated diagnostic procedures.

1           20.    The method of claim 19, wherein the user-developed automated  
2   diagnostic procedure is a Business Add-In component.

1           21.    The method of claim 1, further comprising receiving user input  
2   modifying the priority information.

1           22.    The method of claim 21, wherein the input does at least one  
2   selected from the group consisting of: specifies a correlation probability between  
3   two of the automated diagnostic procedures, selects a correlation probability  
4   between two of the automated diagnostic procedures not to be updated, modifies  
5   the specified order, and combinations thereof.

1           23.    A computer program product tangibly embodied in an information  
2   carrier, the computer program product including instructions that, when executed,  
3   cause a processor to perform operations comprising:  
4        receive, in a computer system wherein a plurality of automated diagnostic  
5   procedures is performed, priority information specifying an order in which failures  
6   of any of the plurality of automated diagnostic procedures are to be addressed;  
7        perform the plurality of automated diagnostic procedures; and  
8        upon at least some of the automated diagnostic procedures failing,  
9   perform a plurality of automated remedy procedures in the specified order, the  
10   automated remedy procedures being associated with the failed automated  
11   diagnostic procedures.

1           24.    A computer program product tangibly embodied in an information  
2   carrier, the computer program product including instructions that, when executed,  
3   generate on a display device a graphical user interface for a diagnosis program,  
4   the graphical user interface comprising:

5           an identifier display area for displaying, upon a plurality of automated  
6   diagnostic procedures being performed in a computer system, a first identifier of  
7   at least one failed automated diagnostic procedure such that a user can initiate  
8   an automated remedy procedure associated therewith, the failed automated  
9   diagnostic procedure being selected using priority information specifying an order  
10   in which failures of any of the automated diagnostic procedures are to be  
11   addressed.

1           25.    The computer program product of claim 24, wherein a second  
2   identifier of at least one other failed automated diagnostic procedure is displayed  
3   in the identifier display area upon performance of the automated diagnostic  
4   procedure.

1           26.    The computer program product of claim 24, wherein the identifier  
2   display area is a critical error view area, and wherein the first identifier is  
3   displayed because the failed automated diagnostic procedure is most critical  
4   according to the priority information.